

## Qwert Cancellation & Returns Policy

This policy is hereby incorporated into and forms part of the agreement with the customer. The customer must read this policy together with all relevant terms and conditions.

Qwert has no objection to exchanging or refunding goods where it is legally required to do so under the provisions of the Electronic Communications and Transactions Act 25 of 2002 (**ECTA**).

### Your Right to Return Goods on cancellation allowed by law

In terms of section 44 of **ECTA** the customer has the right to cancel any electronic transaction for the supply of goods within 7 (seven) days after the date of receipt of the goods and obtain a full refund for those goods within 30 (thirty) days of the date of cancellation.

Where the goods have already been shipped to the customer, the customer will be liable for the direct cost of returning the goods to Qwert (which costs include a handling fee of up to 25%). Please note that in order to obtain a full refund, subject to any set-off:

- it is the customer's responsibility to ensure that Qwert receive written notice of cancellation within 7 (seven) days of receipt of the goods;
- the customer must cancel the transaction by submitting an application through the Qwert Customer portal or by sending an email to [cancellations@qwert.co.za](mailto:cancellations@qwert.co.za).
- the customer will need to arrange the return of the goods to Qwert and will be liable for the cost of returning the goods to Qwert (which will be off-set against the refund due); and
- the goods must be in the original packaging and must not have been used or damaged.

### Please note that:

- products will need to be inspected and tested by Qwert (and are subject to our in-house inspection) before a replacement / refund will be offered;
- products damaged due to inappropriate use or wear and tear will not be covered under this returns policy. Further, no credit will be issued on product(s) found to be obsolete, returned damaged, re-machined products or where there is obvious evidence that the product(s) were tampered with or altered. In such case, the customer will be notified of Qwert's findings;
- if the return is being made because of a factory error or defective material, depending on the outcome of Qwert's inspection, credit will be issued to cover the cost of the product(s) and the delivery charges;
- if Qwert's inspection and testing determines that the returned product(s) are not defective then a handling fee will be charged. Customers will be notified of this and asked how they want the product(s) couriered back to them in this instance. On the day the customer is notified, the customer will have 14 (fourteen) days to inform us how they want the product(s) returned to them. In the event the customer does not respond to Qwert within the 14 (fourteen) days, we will discard the product(s) and no credit will be issued.
- If a refund has been authorised and processed, kindly allow up to 30 (thirty) days for the money to reflect in your bank account.



### **Cancellation charges**

**Qwert reserves the right to charge its cancellation / termination fee (where applicable) as provided for in the/ its relevant agreement with the customer.**

### **Incorrect Product delivered**

Please note that the onus is on the Customer to ensure that the product ordered is appropriate for its intended use and / or application.

If the incorrect product has been delivered by mistake (i.e. it is not the product ordered), please do not remove the product from its original packaging, open or use the product in any way.

Please promptly email [support@qwerti.co.za](mailto:support@qwerti.co.za) to notify Qwert support so that we can resolve the mistake by arranging to collect the incorrect product and deliver the correct product, as quickly as possible.

Please note that under no circumstances can Qwert accept any responsibility or liability for late or delayed exchanges and / or returns.